

# Equal Opportunity Is the Law

**It is against the law for the State of Arizona, as a recipient of Federal financial assistance, to discriminate on the following bases:**

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

**The State of Arizona must not discriminate in any of the following areas:**

- Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

## What to Do If You Believe You Have Experienced Discrimination

**If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:**

### The Local Office

Diana Shepherd  
EO Officer  
Maricopa County  
Workforce Development  
Division. (WDD)  
735 N Gilbert Rd Ste. 134  
Gilbert, Arizona 85234  
Phone: (602) 372-9700  
Fax: (602) 372-9794  
TTY/TTD: (602) 372-9792  
[dshepherd@mail.maricopa.gov](mailto:dshepherd@mail.maricopa.gov)

### State of Arizona

Lynn A. Nedella  
Employment Administration  
Department of Economic Security  
1789 West Jefferson, Site Code 920Z  
Phoenix, Arizona 85007  
Phone: (602) 542-3957  
Fax: (602) 542-2491  
TTY/TDD: 7-1-1  
Email:  
[WIOAStateEOOfficer@azdes.gov](mailto:WIOAStateEOOfficer@azdes.gov)

### Civil Rights Center

Naomi M. Barry-Perez  
Director  
Civil Rights Center (CRC)  
U.S. Department of Labor  
200 Constitution Avenue NW  
Room N-4123  
Washington, DC 20210  
Phone: (202) 693-6502  
Fax: (202) 693-6505  
TTY: (202) 693-6516

- If you file your complaint with the State of Arizona, you must wait either until the State of Arizona issues a written Notice of Final Action, or until 90 days have passed, (whichever is sooner), before filing a complaint with the Civil Rights Center (see address above).
- If the State of Arizona does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the State of Arizona to issue that Notice before filing a complaint with CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the State of Arizona).
- If the State of Arizona does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Applicant / Participant signature

Date

Parent /Legal Guardian (if participant is under age 18)

Date

Counselor

Date

Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities. 2-17-16

## COMPLAINT PROCEDURE PROCESS

The Nondiscrimination and Equal Opportunity provisions of the Workforce Innovation and Opportunity Act (WIOA), provides that registrants (applicants), participants and other direct beneficiaries of supportive services, training, or other assistance provided through WIOA Title IB funds, may file a written complaint if they believe the Act, its regulations, grants, and/or other agreements under the Act have been violated. These provisions also apply to partner agencies and contractors formally allied with Arizona @ Work' One-Stop system.

Should an individual or organization wish to file a complaint, the following procedures shall be followed:

- A. Complaints alleging discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation, or belief may be filed with either of the entities listed below. Such complaints must be filed in writing within 180 days of the alleged violation:

**The Local Office**

Diana Shepherd  
Maricopa County  
735 N Gilbert Rd Ste. 134  
Gilbert, AZ 85234  
Phone: (602) 372.9700  
Fax: (602) 372.9794  
TDD: (602) 372.9792  
[dshepherd@mail.maricopa.gov](mailto:dshepherd@mail.maricopa.gov)

**State of Arizona**

Lynn A. Nedella  
Employment Administration  
Department of Economic Security  
1789 West Jefferson, Site Code 920Z  
Phoenix, Arizona 85007  
Phone: (602) 542-3957  
Fax: (602) 542-2491  
TTY/TDD: 7-1-1  
Email: [WIOAStateEOOfficer@azdes.gov](mailto:WIOAStateEOOfficer@azdes.gov)

- B. An extension beyond the 180-day requirement may be granted via a written request to the U.S. Department of Labor's Director of Civil Rights. The request for extension shall be submitted to:

**Civil Rights Center (CRC)**

Naomi M. Barry-Perez – Director  
Civil Rights Center (CRC) U.S. Department of Labor  
200 Constitution Avenue NW -Room N-4123 -Washington, DC 20210  
Phone: (202) 693-6502 Fax: (202) 693-6505 - TTY: (202) 693-6516

- C. Complaints other than complaints of discrimination as described in Section A, which allege a violation of the Act, regulations, grants, and/or other agreements under the Act shall be filed with the Maricopa County Workforce Development Division within one (1) year of the alleged violation. Complaints of criminal fraud, waste, abuse or other criminal activity must be reported immediately to Maricopa County's Workforce Development Division as specified in Section 667.630 of the Workforce Innovation and Opportunity Act (20 CFR Part 675) Upon receipt of a complaint, informal resolution will be attempted whenever possible. If the complaint is not resolved, the complainant will be given the opportunity to request a hearing before an impartial hearing officer/Equal Employment Officer. Such hearing shall be scheduled within thirty (30) days of the filing of the complaint. The complaints described in this section shall be submitted to the Maricopa County Equal Opportunity Officer.

Following the hearing and within ninety (90) days of the filing of the complaint, all parties of interest will receive a copy of the final decision, which will include the reasons for the decision. If the complainant does not receive a decision within ninety (90) days, or receives a decision that is unsatisfactory, the complainant may request a review of the complaint by the WIOA State Equal Opportunity office. The written request for review shall be submitted to the State of Arizona WIOA Equal Opportunity officer.

Such a request must be submitted in writing within ten (10) days of receipt of the final decision or within ninety (90) days of filing the original complaint.

- D. Any ARIZONA @ WORK WIOA program participant who has been placed in subsidized employment (e.g. On-The-Job Training and Work Experience) and wishes to file a complaint (1) that is related to the terms and conditions of his/her employment and (2) does not fall within the complaint categories covered by Sections A, B, or C above, shall utilize the complaint procedure of the employer. An employer shall inform a participant of the complaint procedure to be followed. The employer's system shall provide for, upon request by the complainant, a review of the employer's decision by the Maricopa Workforce Investment Board and the Governor's Administrative Entity, if necessary. Such requests for review must be submitted by the participant in writing within ten (10) days of receipt of the employer's final decision.